



TRASH REGULATIONS

Maintaining the quality of life for Boston residents is a must. Therefore, ensuring garbage, trash and debris are properly disposed of is very important.

- Garbage, trash and debris must be stored in two-ply plastic bags and rodent proof containers.

“Rodent proof containers are defined as a barrel or dumpster with a tight fitting lid.”

- The use of “grocery store” plastic or paper bag is not allowed under Boston’s trash ordinance.
- City litter baskets are for pedestrian use only. Do not use for disposal of household trash.
- Improper storage and disposal of trash brings problems with odors, cleanliness and rodents. If your receptacles are inadequate or your storage area is not clean, contact your landlord or property manager. For more information call 617-635-4896.

Note: Trash pickup days and times vary by neighborhood. If you are unsure of the exact pickup day and time for your neighborhood call the Public Works Department at 617-635-7555.

Mayors Office

24-Hour Hotline 617-635-4500
Office of Neighborhood Svcs. 617-635-3485

Inspectional Services

Code Enforcement 617-635-4896
Housing Division 617-635-5322
Environmental Division 617-635-5352
Building (Zoning) Division 617-635-3414

Rental Housing Resource Ctr. 617-635-4200

Public Works Department

Trash & Recycling 617-635-4900

Transportation Department

BTD Parking tickets/stickers 617-635-4410

Need Help? Want Action?

**Call the Mayor’s Hotline. Open 24/7
Even on Holidays.**

(617) 635-4500



**INSPECTIONAL SERVICES
DEPARTMENT**
1010 Mass Ave.
Boston, Ma 02118
Tel. 617-635-5300
www.cityofboston.gov/isd



Tenant Informational Brochure

**Mayor
Thomas M. Menino
Welcomes You to
Boston**



Safe & Healthy Housing

DELIVERY STANDARDS: Rental units must be delivered meeting the following criteria on move-in day:

- units must be **clean and sanitary**,
- units must have working **smoke alarm**
- units must have working **carbon monoxide alarms**
- absentee owners **must post their name address and telephone number**.
- units must always be safe.

Complaints should be reported within 24-hours of moving in.

Penalty: \$300 Fine



FULL INSPECTIONS: landlords must request full inspections from Inspectional Services Department within 45 days of new occupancy.

Penalty: \$300 Fine

To find out if your apartment has been inspected or to request an inspection call 617-635-5300 or log onto www.cityofboston.gov/isd/housing

Property owners found in violation of these requirements will be issued a fine of up to \$300. Violations of CBC 9-1.5 must be reported within 48-hours of moving into an apartment. To report a violation or to request more information call the Mayor's Hotline at **(617) 635-4500**

ZONING OCCUPANCY

LIMITS

Five or more full-time undergraduate students sharing an apartment violates city zoning regulations.

Before a lease is signed the landlord is responsible for ensuring that the property is in compliance with the zoning code.

Penalties include enforcement in court.

ROOFTOPS

Due to potential safety issues, congregating on rooftops is prohibited unless the rooftop has been permitted by ISD. Violation of this ordinance could result in a fine from your landlord and/or the city.

GRILLS

The Boston Fire Prevention Code prohibits the use of portable propane, charcoal or gas operated grills:

- Inside a building
- On porches
- On fire escape
- On rooftops
- On balconies

PARKING REGULATIONS

- Parking on the front, side and rear yard of a property without a permit is illegal.
- Nearly every neighborhood requires a resident parking permit. To learn how to obtain a resident parking permit log on to: <http://www.cityofboston.gov/parking/residentparking/>



BED BUG ALERT

The following tips will help you avoid or address an infestation:

- **AVOID USED FURNITURE**
- **NOTIFY YOUR LANDLORD SO THEY ARE ABLE TO HIRE A PEST CONTROL PROFESSIONAL**
- **CALL ISD FOR AN INSPECTION at 617-635-5300**

For additional information on bedbugs, contact the Boston Public Health Commission at 617-534-5611 or www.bphc.org



Rodent Prevention Tips

- Seal all holes around pipes, heating ducts and under cabinets.
- Clean all hidden areas under stoves and refrigerators on a regular basis.
- Store garbage in metal or heavy plastic containers with tight fitting lids.
- Trim and cut, grass and shrubbery.
- Hire a licensed, insured pest control company familiar with IPM (Integrated Pest Management) techniques.
- Repair any breaks in the sewer line connecting your home with the main sewer system

If you see signs of rodent activity report sightings to the Environmental Services Division of Inspectional Services